



**CONGRESSWOMAN ROBIN KELLY**  
**EMPLOYMENT SUPPORT AND**  
**RESOURCE GUIDE**

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Dear Friend,

The economic recession that our nation experienced in 2007 resulted in great losses for thousands of families in the 2<sup>nd</sup> Congressional District and millions of families around the country. While our economy is on the road to recovery, unemployment and underemployment remain great obstacles for families struggling to put food on the table, keep up with mortgage payments, and return to full time work after long periods without employment. This great problem reflects the work still to be done in order to restore our nation's economic stability.

As your Representative, I am committed to combatting unemployment in our 2<sup>nd</sup> District. In order to contribute to this goal, I've put together this guidebook to help folks and families find the tools they need to restart their job search, keep their homes, and maintain an adequate standard of living. If you have any further questions, please do not hesitate to contact any of my three offices by visiting my website at [www.RobinKelly.house.gov](http://www.RobinKelly.house.gov) or by phone 202-225-0773 (DC), 773-568-2623 (Chicago), or 708-679-0772 (Matteson).

Sincerely,



Robin L. Kelly  
Member of Congress

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The Office of Congresswoman Robin L. Kelly compiled the information included in this guidebook. The purpose of this guidebook is to highlight and explain opportunities for federal, state and local assistance for unemployed workers. This guide is not intended to be a comprehensive look at all assistance opportunities, rather it is meant to highlight those programs of interest to Illinois and the 2<sup>nd</sup> Congressional District. Detailed information can be found by contacting the appropriate federal or state agencies as the information is subject to change. Additional requirements and guidance may be published at the discretion of the relevant agencies.

Prepared by the Office of Congresswoman Robin L. Kelly

## Unemployment Insurance, Benefits, and Services

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### Unemployment Insurance: Administered by the Illinois Department of Employment Security (IDES)

Unemployment Insurance (UI) is a state-operated insurance program designed to partially replace lost wages when you are out of work. The Illinois Department of Employment Security (IDES) collects unemployment insurance taxes from the state's liable employers and returns those dollars to eligible Illinois workers as unemployment insurance benefits. Applicants must have earned enough money in the past 18 months for Illinois to establish a weekly benefit amount. The temporary emergency income is provided to workers who are unemployed through no fault of their own and looking for work. The program ensures that if eligibility requirements are met, you will have some income for up to a maximum of 26 full weeks in a one-year period while you looking for a job. Unemployment Insurance does not protect against wage losses while absent from work due to illness or idle by choice.

**Contact information:** Phone: (800) 244-5631 TTY: (866) 322-8357

Website: [www.ides.illinois.gov](http://www.ides.illinois.gov)

#### Unemployment Insurance Resources:

- **Online filing:** <http://www.ides.illinois.gov/page.aspx?item=2572>
- **File In-Person:** <http://www.ides.illinois.gov/page.aspx?module=13&item=31>

#### Chicago Heights IDES Office

1010 Dixie Highway  
Chicago Heights, IL 60411

#### Halsted IDES Office

837 West 119<sup>th</sup> St.  
Chicago, IL 60643

#### Harvey IDES Office

1684 Halsted St.  
Harvey, IL 60426

#### Kankakee IDES Office

255 N. Schuyler Ave.  
Kankakee, IL 60901

#### Mid-South IDES Office

715 E 47th St.  
Chicago, IL 60653

#### Woodlawn IDES Office

1515 East 71<sup>st</sup> St.  
Chicago, IL 60619

- **Benefits handbook:** This publication provides detailed instructions on how to apply for unemployment insurance benefits; learn about eligibility requirements, and what to expect from the program.  
<http://www.ides.illinois.gov/Custom/Library/publications/Publications/UnemploymentInsuranceBenefitsHandbook.pdf>

#### Unemployment Insurance Appeals

Applicants found ineligible for unemployment insurance have a right to appeal this decision. In the appeal process claimants have the opportunity to present their case to a referee who will determine if an individual is eligible to receive unemployment insurance benefits.

- **Appeals handbook:** This pamphlet provides claimants with important information about the appeal hearing and decision to receive unemployment benefits.  
<http://www.ides.illinois.gov/Custom/Library/publications/Publications/PreparingForYourAppealHearing.pdf>
- **Filing an Appeal:**
  - **In-person:** Illinois Department of Employment Security Appeals Division  
33 S. State St.  
Chicago, IL 60603-3802  
Phone: (800) 244-5631
  - **Via Fax:** (312) 793-2373

**Emergency Unemployment Compensation (EUC): Administered by the Illinois Department of Employment Security (IDES)**

Emergency Unemployment Compensation (EUC) is a program that provides federally funded extended unemployment compensation benefits. Benefits are payable to individuals who have exhausted all weeks payable under the regular Unemployment Insurance Program. <http://www.ides.illinois.gov/page.aspx?item=3223>

**Re-Entry Employment Services Program (RESP): Administered by the Illinois Department of Employment Security (IDES)**

If you are having difficulties obtaining employment due to criminal conviction or record, the Illinois Department of Employment Security offers assistance through the Re-Entry Employment Services Program (RESP). Any adult or juvenile who has subject to any stage of the criminal justice process is eligible to take advantage of the RESP Program. [www.ides.illinois.gov/Custom/Library/publications/Publications/RESP\\_employee.pdf](http://www.ides.illinois.gov/Custom/Library/publications/Publications/RESP_employee.pdf)

**Illinois Job Link: Administered by the Illinois Department of Employment Security (IDES)**

IllinoisJobLink.com is an internet-based job search tool that features current statewide job openings by category and is connected to nationwide job banks providing a vast network of employment opportunities. [https://illinoisjoblink.illinois.gov/ada/skillmatch/jobseeker\\_sm/jbs\\_joboverview\\_dsp.cfm](https://illinoisjoblink.illinois.gov/ada/skillmatch/jobseeker_sm/jbs_joboverview_dsp.cfm)

**Career One Stop: Administered by the United States Department of Labor**

CareerOneStop.org connects individuals to employment and training opportunities available at local American Job Centers. The website provides contact information on a range of local work-related services, including unemployment benefits, career development, and educational opportunities.

**Contact information:** Phone: (877) US2-JOBS (1-877-872-5627) TTY: (877) 889-5627

Website: <http://www.careeronestop.org/>

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## Financial Assistance

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### **Benefits.Gov**

Benefits.gov (formerly GovBenefits.gov) was launched in an effort to provide citizens with easy, online access to government benefit and assistance programs. The site's core function is the eligibility-prescreening questionnaire or "Benefit Finder," which is used to evaluate a visitor's situation and compare it with the eligibility criteria for more than 1,000 federally funded benefit and assistance programs.

**Contact information:** Phone: 1-800-FED-INFO (1-800-333-4636), Mon. through Fri., 7 a.m. to 7 p.m.  
Website: <http://www.benefits.gov/>

### **YouthBuild: Administered by the Employment and Training Administration (ETA), United States Department of Labor**

Funding goes towards competitive grants for services focused on at-risk youth so that they can gain educational and work experience while constructing or rehabilitating affordable housing.

**Contact information:** Chicago Southland YouthBuild  
Bethlehem Temple Church  
20 E. 147<sup>th</sup> St.  
Harvey, IL 60426  
Mon. through Fri. 7:30 a.m. to 4:30 p.m.  
Phone: (708) 339-8173  
Website: <http://www.youthbuild.org>

### **Supplemental Nutrition Assistance Program (SNAP): Administered by the Illinois Department of Human Services (IDHS)**

The Supplemental Nutrition Assistance Program (SNAP) (formerly Food Stamps) helps low-income people and families buy the food they need for good health. Benefits are provided on the Illinois Link Card- an electronic card accepted at most grocery stores.

**Contact information:** Phone: (800) 843-6154 TTY: (800) 447-6404  
Website: <http://www.dhs.state.il.us/page.aspx?item=30357>

### **Women, Infants, and Children: Administered by the Illinois Department of Human Services (IDHS)**

WIC is a food assistance program for Women, Infants, and Children. It helps pregnant women, new mothers, and young children eat well and stay healthy.

**Contact information:** Phone: (800) 843-6154 TTY: (800) 447-6404  
Website: <http://www.dhs.state.il.us/page.aspx?item=30513>

### **Work Opportunity Tax Credit (WOTC): Administered by the United States Department of Labor**

This is a tax credit incentive program for employers to hire individuals who are recent recipients of: SNAP (food stamps), TANF (FIP) benefits, SSI, or vocational rehabilitation services, as well as those who have a disability, are Veterans, were incarcerated, live in HUD designated communities, or disconnected youth. Check the website to see if you might qualify for this credit. If so, let the employer know when applying or interviewing for a new job.

**Contact information:** John Waters  
State WOTC Coordinator  
Phone: (312) 793-2913  
Email: [John.M.Waters@illinois.gov](mailto:John.M.Waters@illinois.gov)  
Website: <http://www.ides.illinois.gov/page.aspx?item=652>

## Local and Regional Training Programs

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### **Job Corps: Administered by the United States Department of Labor**

Job Corps is a free education and training program that helps young people learn a career, earn a high school diploma or GED, and find and keep a job. For eligible young people (at least 16 years of age) that qualify as low income, Job Corps provides the all-around skills needed to succeed in a career.

**Contact information:** Phone: (800) 733-JOBS or (800) 733-5627

Website: <http://www.jobcorps.gov/home.aspx>

### **ExperienceWorks**

ExperienceWorks helps low-income seniors with multiple barriers to employment get the training they need to find good jobs in their local communities.

**Contact information:** Phone: (866) EXP-WRKS (397-9757)

Website: <http://www.experienceworks.org/site/PageServer?pagename=homepage>

### **Illinois Small Business Development Centers: Administered by the United States Small Business Administration**

Illinois Small Business Development Centers located throughout the state provide information, confidential business guidance, training and other resources to early stage and existing small businesses

**Contact information:** Phone: (800) 252-2923

Website: <http://www.ildceo.net/dceo/Bureaus/Entrepreneurship+and+Small+Business/sbdc.htm>

#### **IL SBDC at Chicago State University**

9501 S. King Dr.

Chicago, IL 60628

Phone: (773) 995-4487

#### **IL SBDC at Kankakee Community College**

100 College Dr.

Kankakee, IL 60901

Phone: (815) 802-8222

#### **IL SBDC at Governors State University**

1 University Parkway

University Park, IL 60484

Phone: (708) 534-4929

### **Workforce Investment Act (WIA): administered by the Illinois Department of Commerce and Economic Opportunity**

The Workforce Investment Act (WIA) combines federally funded job training programs in Illinois into a "workforce development" system where individuals can find a job or train for a new career. Services are provided through the state's one-stop delivery system, Illinois workNet Centers. Individuals who wish to apply for available training programs, or obtain other services, should visit the nearest IllinoisworkNet Center for assistance. WIA establishes three basic levels of employment and training services to eligible individuals. All adults (age 18 or older) are eligible to receive "core services". Additional "intensive services" are available to unemployed individuals who have been unable to obtain jobs through core services and those who are employed but need additional training services to reach self-sufficiency. "Training services" are also available for those who meet intensive services eligibility but were unable to find employment through those services. While the employment services and training programs available in each center may be somewhat different, they reflect the opportunities and needs of the Local Workforce Investment Area and are developed by a Local Workforce Investment Board. [http://www.illinoisworknet.com/vos\\_portal/](http://www.illinoisworknet.com/vos_portal/)

## Illinois WorkNet Centers and Illinois WorkNet Partners

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To find the Illinois WorkNet Center or WorkNet Partner closest to you visit:

[http://www.illinoisworknet.com/vos\\_portal/residents/en/Career\\_Specialist\\_Directory/default.htm](http://www.illinoisworknet.com/vos_portal/residents/en/Career_Specialist_Directory/default.htm)

### Smart-Tracks Family Center, Inc.

A small non-profit organization providing Technical Assistance Programs offering computer software training, certifications and licenses testing, and staffing support to individuals in the south suburban areas of Chicago.

**Contact information:** 240 Main St.

Park Forest, IL 60466

Mon. through Fri., 9:00 a.m. to 5:00 p.m.

Phone: (708) 283-0900

Website: <http://www.smart-tracksfamilycenter.org/index.html>

### Governors State University College of Health and Human Services

Job Readiness Workshop, Resume Writing Workshop, Internet Access.

**Contact information:** 1 University Parkway

University Park, IL 60484

Mon. through Thur., 9:00 a.m. to 4:00 p.m.

Phone: (708) 534-6985

Email: [HCJCSinfo@govst.edu](mailto:HCJCSinfo@govst.edu)

### Chicago Heights Work Force Center

This location receives Workforce Investment Act (WIA) funding and provides three basic levels of service: core services, intensive services, and training services. Veterans and eligible spouses priority service is available.

**Contact information:** 1010 Dixie Highway

University Park, IL 60484

Mon. through Fri., 8:30 a.m. to 4:30 p.m.

Phone: (708) 898-5090

Email: [ffeliciano@nationalable.org](mailto:ffeliciano@nationalable.org)

### Phalanx Family Services

Project M.O.V.E. (Making Opportunities Viable for Everyone) is an education and employment training program for youth sponsored by Chicago Cook Workforce Partnership and the Workforce Investment Act (WIA) targeting out-of-school youth. Services include Basic Computer Training, Job Readiness Training, and Career Development Training.

**Contact information:** 10323 S. Halsted St.

Chicago, IL 60628

Mon. through Fri., 9:00 a.m. to 5:00 p.m.

Phone: (773) 291-1086

Email: [lbailey@phalanxgrpservices.org](mailto:lbailey@phalanxgrpservices.org)

Website: <http://www.phalanxgrpservices.org/index.htm>

**Southeast Chicago Development Commission**

This location receives Workforce investment Act (WIA) funding and provides three basic levels of service: core services, intensive services, and training services. Veterans and eligible spouses priority is available.

**Contact information:** 2938 E. 91<sup>st</sup> St.

Chicago, IL 60617

Hours: Mon. through Fri., 9:00 a.m. to 5:00 p.m.

Phone: (773) 731-8785 TTY: (800) 526-0844

Email: [rhearn@southeastchicago.org](mailto:rhearn@southeastchicago.org)

**Kankakee Workforce Services**

Located at KCC's Education and Employment Center, Kankakee Workforce Services we provides comprehensive employment assistance to persons who have lost their jobs through plant closings or layoffs, low-income individuals working or not, and youth ages 18 to 21. The Education and Employment Center also provides programs and services for enhancing educational skills for better employment marketability. All programs and services are offered at no cost to qualified individuals.

**Contact information:** 202 N. Schuyler Ave.

Suite 20

Kankakee, IL 60901

Mon. through Fri., 9:00 a.m. to 5:00 p.m.

Phone: (815) 802-8963 TTY: (800) 526-0844

Email: <http://www.kcc.edu/educationandemploy/Pages/default.aspx>

## Local University and College Training Programs

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### **Prairie State College: Illinois WorkNet Center Affiliate**

Prairie State College offers materials and resources to promote the latest job market information, employment listings, internet access, interactive tutorial software, job search and job posting tools. All materials and resources are available free of charge to the general public. Their workshops cover topics such as career exploration, resume writing, interviewing and life skills, basic computer skills, financial literacy, and job retention.

**Contact information:** 202 s. Halsted St.

Chicago, IL 60411

Phone: (708) 709-3911

Website: <http://prairiestate.edu/personal-and-professional/illinois-worknet-center/index>

### **South Suburban College: Job Training Programs**

Available to residents of the west and south suburbs of Cook County, and funded through the Chicago Cook Workforce Partnership, these programs train individuals to retain employment. Programs include tuition assistance, support services, career exploration, and job development. A one-year commitment after job placement is required for all WIA programs. The Job Training Department at South Suburban College offers employment training programs and services. The programs provide services based on the individual's need to obtain or retain employment.

**Contact information:** 15800 S. State St.

South Holland, IL 60473

Phone: (708) 596-2000 ext. 2530

Website: [http://www.ssc.edu/en\\_US/Services/Student\\_Services/Job\\_Training\\_Department/](http://www.ssc.edu/en_US/Services/Student_Services/Job_Training_Department/)

### **Olive Harvey College: Re-entering the Workforce, City College of Chicago**

City Colleges of Chicago offers many classes, programs and certificates to help prepare individuals for a career of economic value. Its programs include professional certificates, associate degrees, professional development courses, and preparation for industry certifications such as CISCO or Oracle.

**Contact information:** 10001 S. Woodlawn Ave.

Chicago, IL 60628

Phone: (773) COLLEGE (265-5343)

Website: <http://www.ccc.edu/colleges/olive-harvey/menu/Pages/Re-entering-the-Workforce.aspx>

### **Kankakee Community College: Kankakee Workforce Services**

KCC provides training and employment services for individuals affected by plant closures and layoffs and interested in obtaining a degree or developing skills. Types of services provided include: assessment, counseling, case management, job search assistance, employer outreach, job development, follow-up services, participant outreach, academic/basic skills training, vocational classroom training, on-the-job training, work experience, transportation, and emergency assistance.

**Contact information:** 100 College Dr.

Kankakee, IL 60901

Phone: (815) 802-8963

Website: <http://www.kcc.edu/educationandemploy/Pages/jobseekers.aspx>

### **Federal Student Aid: Federal Student Aid**

Federal Student Aid, a part of the U.S. Department of Education, is the largest provider of student financial aid in the nation. FSA helps make college education possible for every dedicated mind by providing more than \$150 billion in federal grants, loans, and work-study funds each year to more than 15 million students paying for college or career school.

**Contact information:** Phone: (800) 4-FED-AID (1-800-433-3243) TTY: (800) 730-8913

Website: <http://studentaid.ed.gov/>

## Health Care, Clinics, and Prescription Drug Discounts

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### **All Kids: Administered by Illinois Healthcare for All Kids**

The All Kids program offers many Illinois children comprehensive healthcare that includes doctor's visits, hospital stays, prescription drugs, vision care, dental care and medical devices like eyeglasses and asthma inhalers. Some families pay monthly premiums for the coverage, but rates for middle-income families are significantly lower than they are on the private market.

**Contact information:** Phone: (866) ALL-KIDS (1-866-255-5437) TTY: (877) 204-1012

Website: <http://www.allkids.com/>

### **FamilyCare: Administered by the State of Illinois Family Care**

FamilyCare offers healthcare coverage to parents living with children 18 years old or younger. FamilyCare also covers relatives who are caring for children in place of their parents. FamilyCare covers doctor visits, specialty medical services, hospital care, emergency services, prescription drugs and more. Parents can get FamilyCare if they live in Illinois and meet the FamilyCare income limits.

**Contact information:** Phone: (866) 255-5437 TTY: (877) 204-1012

Website: <http://www.familycareillinois.com/>

### **Illinois Comprehensive Health Insurance Plan (ICHIP): Administered by the Illinois Comprehensive Health Insurance Plan (ICHIP)**

The Illinois Comprehensive Health Insurance Plan (ICHIP) is a state program for all Illinois residents who are unable to obtain private health insurance coverage. ICHIP is a state health benefits program created by the Comprehensive Health Insurance Plan Act. CHIP is funded partly by premiums paid by its participants and, to the extent that premiums do not meet anticipated expenses, may receive an appropriation from the State's General Revenue Fund for eligible persons covered under our traditional plans.

**Contact information:** Phone: (866) 851-2751 TTY: (800) 545-2455

Website: <http://www.chip.state.il.us/default.htm>

### **Illinois Rx Buying Club: Administered by the Illinois Department of Aging**

Illinois Rx Buying Club is available to uninsured Illinoisans who meet certain income limits. Members save an average of 24% on hundreds of the most popular prescription drugs.

**Contact information:** Phone: (866) 215-3463 TTY: (866) 215-3479

Website: <http://www.illinoisrxbuyingclub.com/>

### **Illinois Immunization Program: Administered by the Illinois Department of Public Health**

The Illinois Immunization Program makes sure that children get the immunizations (shots) they need to protect them from dangerous childhood diseases.

**Contact information:** Phone: (800) 526-4372 TTY: (800) 547-0466

Website: <http://www.idph.state.il.us/about/pgci.htm>

### **The Early Intervention Program: Administered by the Illinois Department of Human Services**

The Early Intervention Program provides assessment, evaluation and services for infants and toddlers less than three years of age who have a medical diagnosis that could result in a developmental delay, a 30 percent delay in development in any area, or are at risk of developmental delays. Parents provide most of the care needed to help their children develop basic developmental skills, guided by the Early Intervention therapists who serve their children.

**Contact information:** Phone: (217) 782-1981 TTY: (800) 558-6482

Website: <http://www.dhs.state.il.us/page.aspx?item=31183>

**Screening, Assessment and Support Services (SASS) Program: Illinois Department of Human Services**

The SASS Program provides mental health screening, assessment, planning, crisis intervention and treatment services for youth who are at risk of psychiatric hospitalization and who are without resources other than the State's Office of Mental Health. SASS helps prevent unnecessary hospitalizations of children and adolescents, and provides increased access to more appropriate community treatment alternatives.

**Contact information:** Phone: (800) 345-9049 TTY: (773) 523-4504

Website: <http://www.dhs.state.il.us/page.aspx?item=64971>

**Healthcare and Family Services Medical Benefits: State of Illinois Health and Wellness**

HFS Medical Benefits is a comprehensive healthcare program for seniors and people with disabilities that covers doctor visits, prescription drugs, hospital care, emergency room coverage, long-term care, durable medical equipment and a variety of other healthcare services.

**Contact information:** Phone: (800) 842-1461 TTY: (800) 447-6404

Website: <http://health.illinois.gov/hfs.html>

**Illinois Warrior Assistance Program: Illinois Department of Veteran Affairs**

The Illinois Warrior Assistance Program provides confidential assistance for Illinois Veterans as they transition back to their everyday lives after serving our country. The program offers a confidential 24-hour toll-free helpline, staffed by health professionals to assist Veterans, day or night, with the symptoms associated with Post Traumatic Stress Disorder (PTSD). The program also provides Traumatic Brain Injury (TBI) screening to all interested Illinois Veterans over the phone via the helpline or through the State of Illinois Department of Veterans' Affairs (IDVA) Veteran Service Officers (VSOs).

**Contact information:** Phone: (866) 554-IWAP (4927)

Website: <http://www.illinoiswarrior.com/>

**Illinois Department of Human Services (DHS)**

The Department of Human Services is one of Illinois' largest agencies, with more than 13,000 employees and an annual budget of over \$5.4 billion. DHS provides state residents with streamlined access to integrated services, especially those who are striving to move from welfare to work and economic independence, and others who face multiple challenges to self-sufficiency. Through its various office locations DHS receives applications for Cash, SNAP, and Medical Assistance.

**Contact information:** Phone: (800) 843-6154 TTY: (800) 447-6404

Website: <http://www.dhs.state.il.us/page.aspx?>

For further information contact the DHS help line or visit the office nearest you:

<http://www.dhs.state.il.us/page.aspx?module=12&officetype=5&county=>

## Services for Unemployed Veterans

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### Jesse Brown VA Medical Center

The Jesse Brown VA Medical Center consists of a 200-bed acute care facility and four community based outpatient clinics (CBOCs).

**Contact information:** 820 S. Damen Ave. Chicago, IL 60612  
Mon. through Fri., 8:00 A.M. to 4:30 P.M.  
Phone: (312) 569-8387

### Auburn Gresham (Chicago) Clinic

The Auburn Gresham community based outpatient clinic is located on the south side of Chicago. It provides primary care, including mental health treatments to veterans living in that area, and those residing at the St. Leo Transitional Residence adjacent to Community Based Outpatient Clinics.

**Contact information:** 7731 S. Halsted St.  
Chicago, IL 60620  
Hours: Mon. through Fri., 8:00 A.M. to 4:30 P.M.  
Phone: (773) 962-3700

### Lakeside Chicago VA Outpatient Clinic

The Lakeside Community Based Outpatient Clinic is located near downtown Chicago. The clinic offers primary and specialty care, such as anti-coagulation, cardiology, dermatology, gastroenterology, oncology, and ophthalmology.

**Contact information:** 211 E. Ontario St.  
Chicago, IL 60611.  
Hours: Mon. through Fri., 8:00 A.M. to 4:30 P.M.  
Phone: (312) 469-4850

### Chicago Heights VA Outpatient Clinic

The Chicago Heights community based outpatient clinic that provides primary care, including mental health treatment, to veterans living in that area.

**Contact information:** 30 E. 15th St. Suite 207  
Chicago Heights, IL 60411  
Hours: Mon. through Fri., 8:00 A.M. to 4:30 P.M.  
Phone: (708) 754-8880

### Kankakee VA Outpatient Clinic

The clinic provides primary care services for veterans in Kankakee county and surrounding suburbs. Services include behavioral health services for individuals, group counseling, specialty care referrals to the Edward Hines Jr. VA Hospital, and blood drawing services.

**Contact information:** 581 William Latham Drive, Suite 301.  
Bourbonnais, IL 60914  
Hours: Mon. through Fri., 8:00 A.M. to 4:30 P.M.  
Phone: (815) 932-3823

## Emergency and Transitional Housing Providers

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### **Family Shelter Program: Administered Catholic Charities**

The shelter provides interim housing to families at two locations in Chicago. Catholic Charities' shelters services both one- and two-parent families, with children up to age 18. Heads of household must be at least 18 years of age. Residents are given basic needs, social services, counseling, and referral to other services as needed. Maximum length of stay is 120 days.

**Contact information:** 651 W. Lake St.  
Chicago, IL 60661  
Phone: (312) 655-7700  
Website: <http://www.catholiccharities.net/>

### **Homeless Prevention Rapid Re-Housing Program (HPRP): Administered by Catholic Charities**

The HPRP (Homeless Prevention Rapid Re-housing Program) is focused on housing for homeless and at-risk households. The program provides temporary financial assistance, housing relocation and stabilization services to individuals and families who are homeless or would be homeless without this assistance. This is a temporary program funded through a grant from the U.S. Department of Housing and Urban Development and the American Recovery and Reinvestment Act (ARRA).

**Contact information:** 651 W. Lake St.  
Chicago, IL 60661  
Phone: (877) 426-6515  
311 (Chicago Residents Only)  
Website: <http://www.catholiccharities.net/services/homelessness/>

### **Respond Now**

Respond Now people in need with assistance such as: rent and utility assistance, food, and temporary lodging.

**Contact information:** 1439 Emerald St.  
Chicago Heights, IL 60412  
Phone: (708) 755-4357  
Website: <http://www.respondnow.org/>

### **St. Martin de Porres House of Hope Inc.**

St Martin de Porres House of Hope is a non-profit, faith-based recovery home for homeless women and children.

**Contact information:** 6423 S Woodlawn Ave.  
Chicago, IL 60637  
Phone: (773) 643-5843  
Website: <http://www.smdp-hoh.org/>

### **South Suburban Public Action to Deliver Shelter (PADS)**

PADS provides supportive services such as medical, mental, and substance abuse referrals, financial literacy instruction, employment readiness training, resume development, job search skills, homelessness prevention, housing assistance, and various life-skills training.

**Contact information:** 414 W. Lincoln Hwy  
Chicago Heights, IL 60411  
Phone: (708) 481-2610  
Website: <http://www.sspads.org/>

**The Institute of Women Today**

The Institute of Women Today is a non-profit organization serving the Chicago community through transitional housing for homeless women and their children.

**Contact information:** 7315 S. Yale Ave.

Chicago, IL 60621

Phone: (773) 651-8372

Website: <http://instituteofwomentoday.org/index.php>

**Le Penseur Youth & Family Services, Inc.**

The Housing Program is structured to help older homeless youth (ages 16 through 21) achieve self-sufficiency and avoid long-term dependency on social services. This grant provides transitional shelter, skills training, and support services for a continuous period not exceeding 18 months.

**Contact information:** 8550 S. Manistee

Chicago, IL 60617

Phone: (773) 375-8637

Website: <http://www.lepenseur.org/>

**Emergency Family Shelter: Administered by The Salvation Army**

Provides emergency assistance to families and their children through programs for families in crisis, temporary housing, and counseling.

**Contact information:** 148 N. Harrison Ave.

Kankakee, IL 60901

Phone: (815) 933-8421

Website: <https://www.usc.salvationarmy.org/>

## Utilities Assistance Programs

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### **Low Income Home Energy Assistance Program (LIHEAP): Administered by the Illinois Department of Commerce and Economic Opportunity (DCEO)**

The Low Income Home Energy Assistance Program (LIHEAP) is designed to help eligible low income households pay for winter energy service. LIHEAP clients with the listed utility providers have the option of choosing between the traditional LIHEAP Direct Vendor Payment (DVP) plan or the new Percentage of Income Payment Plan (PIPP). Under this program the eligible clients will pay a percentage of their income, receive a monthly benefit towards their utility bill, and lower their overdue bills for every on-time payment they make by the bill due date.

**Contact information:** Phone: (877) 411-9276

Website: <http://www.commerce.state.il.us/dceo/Bureaus/Energy+Assistance/Illinois+LIHEAP/>

### **The Illinois Home Weatherization Assistance Program (IHWAP): Administered by the Illinois Department of Commerce and Economic Opportunity (DCEO)**

The Illinois Home Weatherization Assistance Program (IHWAP) is designed to help reduce the energy costs for low income households by making their homes more energy efficient. Energy conservation actions that can be funded through IHWAP include furnace repair and replacement, air sealing, electric base load reduction (lighting and refrigerator), and window and door weatherization. A maximum of \$7,500 can be spent on each eligible client's home for energy-related weatherization and repair work.

**Contact information:** Phone: (877) 411-9276

Website: <http://www.commerce.state.il.us/dceo/Bureaus/Energy+Assistance/Illinois+Weatherization/>

### **Lifeline and LinkUp Telephone Assistance Program: Administered by the Illinois Commerce Commission (ICC)**

Low-income consumers may qualify for assistance to help pay for installation of telephone service and monthly charges for local phone service through the Lifeline and LinkUp Telephone assistance programs. Lifeline Assistance provides discounts (up to \$10 per month) for qualified telephone customers. A deposit may be required unless the consumer voluntarily chooses toll blocking that will prevent outgoing long distance calls. LinkUp provides additional benefits of up to \$15 on installation charges for telephone service to eligible Illinois program participants. Currently the State program does not provide monthly benefits.

**Contact information:** Phone: (217) 572-1272

Website: <https://www.icc.illinois.gov/Consumer/LifelineAndLinkUp.aspx>

## Housing, Finance, and Legal Assistance

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### **Making Home Affordable Program (MHA): *administered by the United States Departments of Treasury, and Housing and Urban Development***

The Making Home Affordable Program helps homeowners get mortgage relief and avoid foreclosure.

**Contact information:** Phone: (888) 955- HOPE (4673) TTY: (877) 304-9709

Website: <http://www.makinghomeaffordable.gov/Pages/default.aspx>

### **Illinois Hardest Hit Program: *Administered by the Illinois Housing Development Authority***

The Hardest Hit Fund (HHF) provides targeted aid to families in states hit hardest by the economic and housing market downturn. The program will assist homeowners who have experienced an income reduction due to unemployment or substantial underemployment in two ways: monthly mortgage payment assistance and reinstatement assistance. The assistance allows eligible households to maintain their home while they work to regain employment and financial stability.

**Contact information:** Phone: (855) 873-7405

Website: <https://www.illinoishardesthit.org/>

### **Illinois Foreclosure Prevention Network: *Administered by the Illinois Housing Department Authority***

The Illinois Foreclosure Prevention Network includes housing counseling agencies and other organizations that are helping thousands of Illinoisans keep their homes.

**Contact information:** Website: <http://www.keepyourhomeillinois.org/>

### **Emergency Housing Assistance Program (EHAP): *Administered by the City of Chicago Department of Housing and Economic Development***

EHAP is a program provides grants from \$5,000 to \$30,000 for very low-income owner-occupied residential buildings of one to four units for essential repairs. The program provides for repairs and/or replacement of heating systems, roofs, and porches.

**Contact information:** Phone: (312) 744-0070

Website:

[http://www.cityofchicago.org/city/en/depts/dcd/provdrs/afford\\_hous/svcs/receive\\_emergencyhousingassistance.html](http://www.cityofchicago.org/city/en/depts/dcd/provdrs/afford_hous/svcs/receive_emergencyhousingassistance.html)

### **U.S. Department of Agriculture Rural Development: *Administered by the United States Department of Agriculture***

The program helps rural communities and individuals by providing loans and grants for housing and community facilities. Funding is provided for single-family homes, apartments for low-income and/or elderly people, housing for farm laborers, childcare centers, fire and police stations, hospitals, libraries, nursing homes, and schools. Financial programs support such essential public facilities and services as water and sewer systems, housing, health clinics, emergency service facilities and electric and telephone service.

**Contact information:** Phone: (800) 670-6553

Website: <http://www.rurdev.usda.gov/Home.html>

### **Prairie State Legal Services**

Prairie State Legal Services offers free legal services to low-income people and those over 60 who have serious civil legal problems and need legal help to solve them.

**Contact information:** Phone: (888) 966-7757

Website: <http://www.pslegal.org/>

**Legal Assistance Foundation of Metropolitan Chicago (LAF)**

LAF has provided free legal services in non-criminal matters to people living in poverty in metropolitan Chicago. LAF provides high quality civil legal services to people living in poverty and other vulnerable groups through advocacy, education, collaboration, and litigation.

**Contact information:** Phone: (312) 341-1070

Website: <http://www.lafchicago.org/>

**Legal Services Corporation**

LSC is the single largest funder of civil legal aid for low-income Americans in the nation. LSC promotes equal access to justice by awarding grants to legal services providers through a competitive grant process, conducting compliance reviews and by providing training and technical assistance to programs.

**Contact information:** Phone: (202) 295-1500

Website: <http://www.lsc.gov/>